Pioneer Valley

I. Residential Voice

Figure PV-1: Availability of ILEC Voice Providers, by Town, December 2008

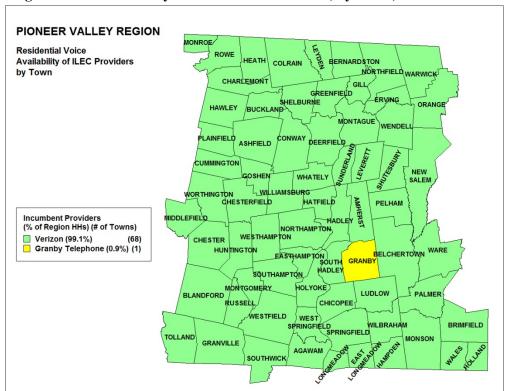
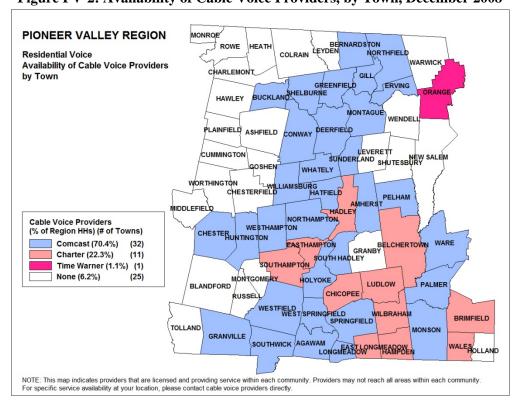


Figure PV-2: Availability of Cable Voice Providers, by Town, December 2008



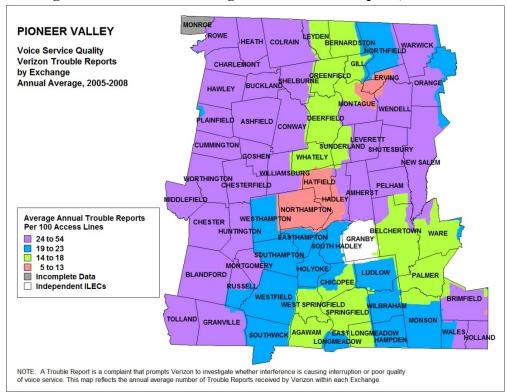
PIONEER VALLEY REGION
Percentage of Residential Wireline Voice Subscribers, by Platform

Cable Voice 33.5%

CLEC 66.3%

Figure PV-3: Market Shares for Residential Wireline Voice, by Platform, December 2008





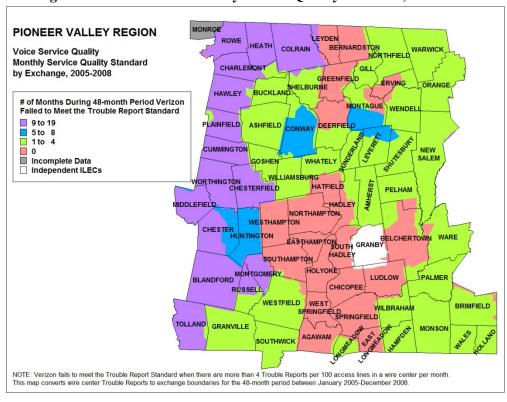
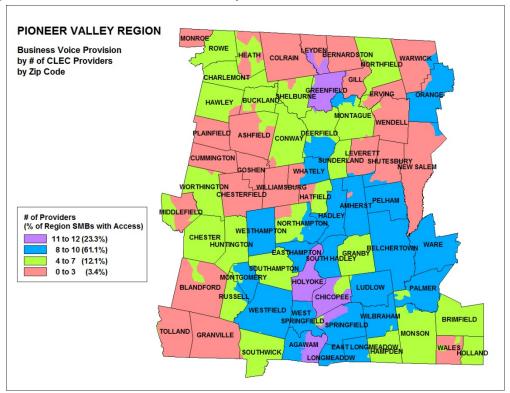


Figure PV-5: Verizon's Monthly Service Quality Standard, 2005-2008

II. Business Voice

Figure PV-6: Business Voice Provision by Number of CLEC Providers, December 2007



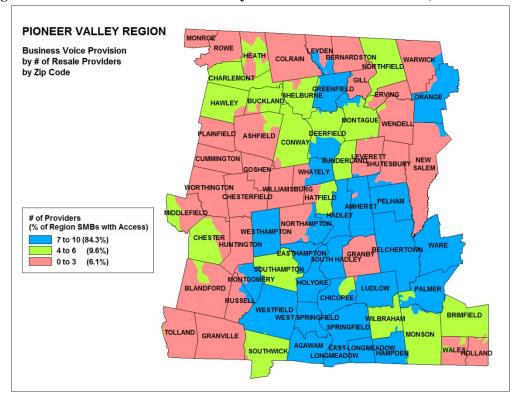
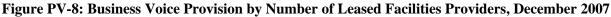
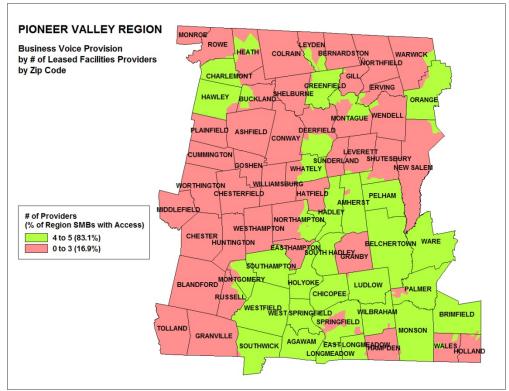


Figure PV-7: Business Voice Provision by Number of Resale Providers, December 2007





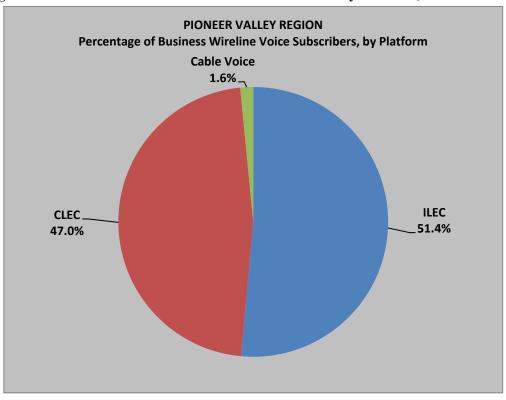
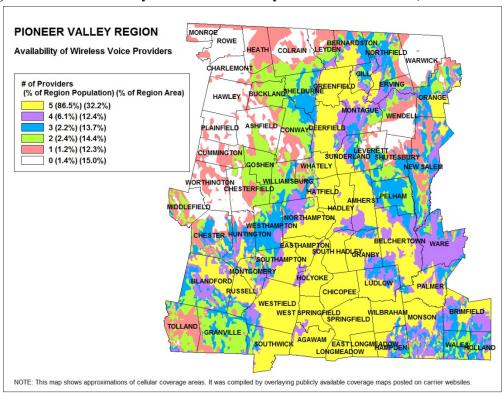


Figure PV-9: Market Shares for Business Voice Services by Platform, December 2008

III. Wireless Voice

Figure PV-10: Availability of Wireless Voice by Number of Providers, December 2008



PIONEER VALLEY REGION Percentage of Residential Voice Subscribers including Wireless Substitution, by Platform Wireless Substitution_ 12.1% Cable Voice_ ILEC 29.4% 58.3% CLEC 0.2%

Figure PV-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008

Cable Video IV.

PIONEER VALLEY REGION MONROE ROWE Cable Video HEATH Availability by Incumbent Provider, 2008 CHARLEMON GREENFIELD BUCKLANDHELBURN HAWLEY MONTAGUE WENDELL CONWAYDEERFIELD LAINFIELD ASHFIELD CUMMINGTON SHUTESBURYNEW WILLIAMSBURG CHESTERFIELD Cable Provider MIDDLEFIELD (% Region HHs) (# of Towns) NORTHAMPTON Comcast (71.2%)
Charter (22.3%) CHESTER (11)EASTHAMPTON OUTH GRANBY BELCHERTOWN Cox (0.4%) (1) (1) (1) Russell (0.2%) Time Warner (1.1%) None (4.7%) HOLYOKE BLANDFORD PALMER LUDLOW CHICOPEE WESTFIELD Percentage of Region Households with Access reflects estimate of households passed by provider compared to total number of households within the region. This map indicates that BRIMFIELD SPRINGFIELD TOLLAND GRANVILLE providers are licensed and providing service within AGAWAN each community. Provider may not reach all areas within each community. For specific availability at your location, please contact cable providers directly. SOUTHWICK

Figure PV-12: Incumbent Cable Video Service Providers, 2008

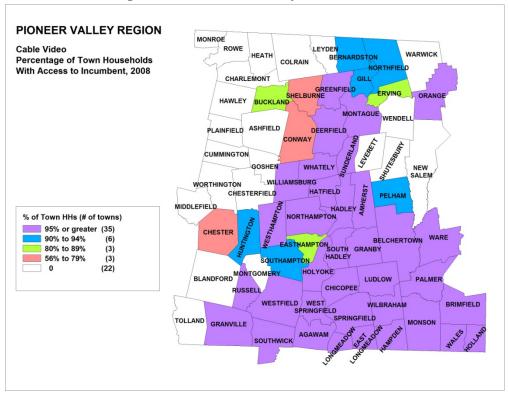
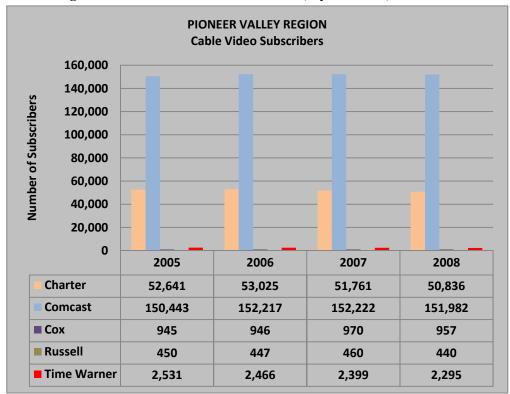


Figure PV-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008





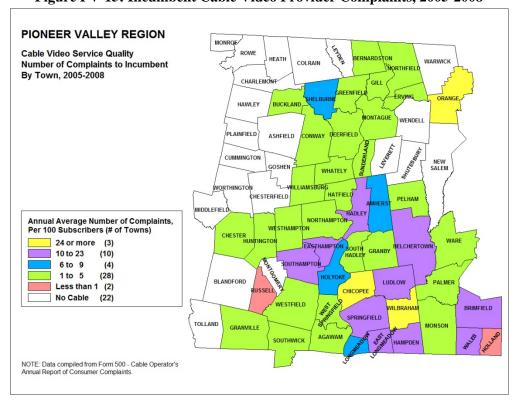


Figure PV-15: Incumbent Cable Video Provider Complaints, 2005-2008